

Applicant Satisfaction with ATP Staff

The Advanced Technology Program (ATP) aims to make the proposal process a smooth one for applicants. Applicants can contact ATP staff with questions about the process. The *Survey of ATP Applicants 2002* collected information about applicants' satisfaction with ATP staff responses to their questions.



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Respondents were asked whether they had contacted ATP staff with questions about their application. Those who had contacted ATP were asked to indicate how satisfied they were with the:

- a) Courtesy of the staff
- b) Promptness of the service
- c) Help in resolving problems or issues

Almost two-thirds of the 2002 applicants contacted ATP staff with questions about their application

- 59% of respondents reported having contacted ATP staff, 32% said they had not contacted the staff, and another 9% could not remember if they had done so.
- Awardees were more likely to have contacted ATP staff (65%) than were Nonawardees (57%).

Most applicants contacting the ATP staff were satisfied with the courtesy they received

- 91% of the applicants who contacted ATP staff said they were satisfied with the courtesy of the staff. (See Figure 1.)¹

Most applicants contacting the ATP were satisfied with the promptness of their service

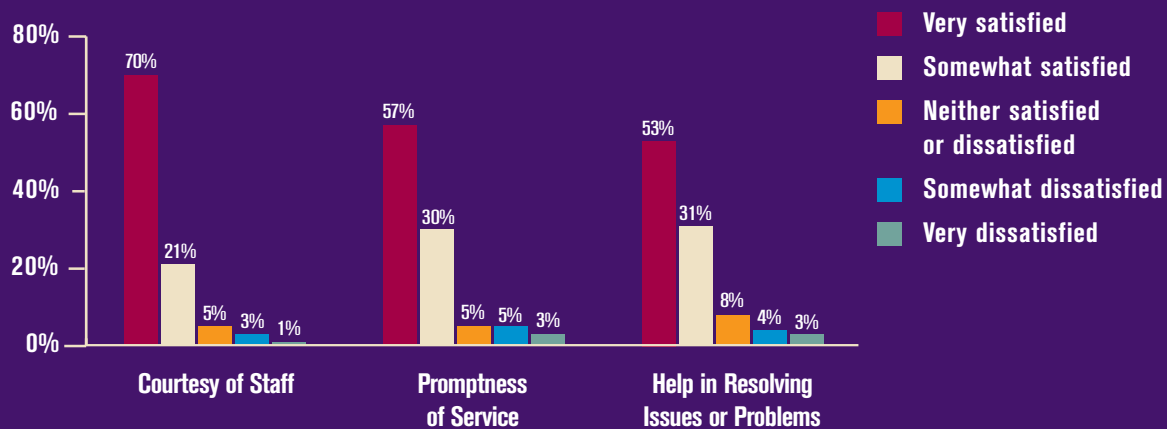
- 87% of the applicants who contacted ATP staff said they were satisfied with the promptness of their service. (See Figure 1.)

Most applicants contacting the ATP were satisfied with the help they received in resolving problems or issues

- 84% of the applicants who contacted ATP staff said they were satisfied with the help they received. (See Figure 1.)

FIGURE 1.

Satisfaction with ATP Staff (Among Applicants who Contacted ATP Staff)



¹We have combined the response categories "very satisfied" and "somewhat satisfied" for ease of reporting.

Both Awardees and Nonawardees view ATP staff positively

- Awardees view their contact with ATP staff more favorably than Nonawardees. (See Table 1.)
- Still, most Nonawardees who contact ATP staff reported being satisfied.

TABLE 1.

Awardee and Nonawardee Satisfaction with ATP Staff (Among Applicants who Contacted ATP Staff)

| | AWARDEES | NONAWARDEES |
|--------------------------------------|----------|-------------|
| Courtesy of Staff | | |
| Very satisfied | 86% | 65% |
| Somewhat satisfied | 12% | 24% |
| Promptness of Service | | |
| Very satisfied | 72% | 52% |
| Somewhat satisfied | 27% | 31% |
| Help in Resolving Problems or Issues | | |
| Very satisfied | 71% | 48% |
| Somewhat satisfied | 27% | 32% |

Applicants in different ATP technology areas are satisfied with their contacts with ATP staff

- Applicants across different technology areas reported satisfaction with the courtesy, promptness, and help provided by ATP staff. (See Table 2.)

TABLE 2.

Satisfaction with ATP Staff by Technology Area (Among Applicants who Contacted ATP Staff)

| | BIOTECHNOLOGY | MATERIALS AND CHEMISTRY | ELECTRONICS | INFORMATION TECHNOLOGY |
|--------------------------------------|---------------|-------------------------|-------------|------------------------|
| Courtesy of Staff | | | | |
| Very satisfied | 63% | 72% | 71% | 74% |
| Somewhat satisfied | 24% | 20% | 20% | 21% |
| Promptness of Service | | | | |
| Very satisfied | 40% | 62% | 61% | 60% |
| Somewhat satisfied | 46% | 29% | 21% | 27% |
| Help in Resolving Problems or Issues | | | | |
| Very satisfied | 51% | 59% | 51% | 52% |
| Somewhat satisfied | 24% | 30% | 35% | 34% |

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Companies seeking to partner with the Advanced Technology Program (ATP) submit proposals to the ATP. Proposals must be for the development of innovative technologies that could not obtain private funding due to the high technical risk and that have the potential to produce widespread benefits to the economy and society. Proposals are evaluated for technical and economic merit in a rigorous